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Civil Engineering

FACILITY MANAGERS



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This instruction implements AFD 32-90, *Real Property Management*. This instruction specifies authority for designating facility managers and defines their requirements and responsibilities. It is applicable to all 60th Air Mobility Wing and tenant units. It also pertains to 349th Air Mobility Wing (Associate), Air Force Reserve Command (AFRC) personnel.

SUMMARY OF REVISIONS

Explanation and implementation of the AF Form 1219, **BCE Multi Craft Job Order** program for routine maintenance. Provides revised carpet replacement policy procedures. Clarifies the facility manager responsibilities. Provides procedures for requesting new construction or alterations to facilities under the work request allocation system. Provides additional requirements for requesting work. **A bar (|) indicates a change since the last edition.**

1. Overview.

1.1. The care, custody, and protection of assigned facilities and real property is the responsibility of the organization's commander. As a facility manager, you are your commander's representative as well as Civil Engineer's official point of contact. This instruction is designed to help you perform your duties as facility manager. It outlines procedures to follow in executing your daily duties as a facility manager, and should be made available for quick reference. Please send suggested changes or modifications to 60th CES/CEOHC.

2. Facility Manager Assignment.

2.1. All facilities are assigned to individual unit commanders by action of the Installation Facilities Board, under authority of AFI 32-9005, *Real Property Accountability and Reporting*.

2.2. The unit commander must designate, in writing, a primary and alternate facility manager for each facility assigned to that organization. Current appointment letters will be kept on file with BCE Operations Management, Building 878. Facility managers should keep a copy of the appointment letter for their continuity folder. Appointees should meet the following criteria:

2.2.1. Appointees should have at least eighteen months retainability to serve as facility manager from the time of appointment.

2.2.2. Appointees should be an officer, non-commissioned officer (E-6 or above for primary) or civilian of equivalent grade.

2.2.3. Base Civil Engineer (BCE) recommends appointees be located in the facility.

2.2.4. At least one primary and one alternate must be appointed for each facility. If different units are co-located in one facility it is preferred each smaller unit designate an alternate.

2.3. In order to maintain continuity, a replacement should be identified to fill an outgoing facility manager position as soon as possible. A new appointment letter must be sent to the BCE identifying the new primary or alternate. **Personnel at the BCE Service call desk will only process non-emergency direct scheduled work requests submitted by the primary or alternate facility manager appointed by the commander.**

2.3.1. Facility manager training. Training for facility managers will occur on an annual basis. BCE personnel will conduct a mandatory annual briefing for all primary and alternate managers, which will update and educate all managers on their responsibilities. Once appointed, the facility manager must make an appointment with BCE customer service to receive an initial briefing. Facility managers must bring the original appointment letter and their facility manager's log book with them. Facility manager records will only be updated after a briefing has been conducted with the new facility manager. For those facilities receiving custodial services, a separate briefing will also be conducted on an annual basis to explain in detail the responsibilities that facility managers are required to fulfill for the custodial contract. See paragraph seven for more information on custodial contract responsibilities.

2.3.2. The major user of a facility selects the facility manager when more than one unit occupies the same facility. The major user is defined as the organization occupying the most floor space within a facility.

2.3.3. Facility managers are responsible for providing their facility records to their designated replacement.

2.3.4. Tenant organizations. Facility managers of tenant organizations supported by the BCE should have a copy of and become familiar with their host-tenant agreement for their organization. This document is available from civil engineering. For assistance or copies, call the Real Property Management section.

3. Facility Manager Handbook.

3.1. The records you keep will provide a chronological history of your facility and maintenance schedule. They provide trends in maintenance and repair requirements and identify potential problem areas. They are used to justify new construction and the upgrade of real property equipment.

3.2. Your facility manager handbook must contain the following:

- 3.2.1. Facility manager assignment letter.
- 3.2.2. Travis facility manager policy guideline.
- 3.2.3. Facility manager's log.
- 3.2.4. Key control register.
- 3.2.5. Copies of all open and completed AF Form 332s, **Base Civil Engineer Work Request**.
- 3.2.6. AF Form 1219, BCE Multi Craft Job Order.
- 3.2.7. Engineering Technical Letter (ETL) 98-4: Building Manager Energy Conservation Handbook.

4. Facility Manager Responsibilities.

4.1. The unit commander, with the help of all occupants and users of the facility, is responsible for the care, custody, and protection of all facilities used by his or her organization and the Real Property Installed Equipment (RPIE) therein. The facility manager serves in an administrative and advisory capacity. The following are a list of responsibilities:

4.2. Space management. The facility manager must notify the Civil Engineering Real Property Management section before any internal or external moves. Base Real Estate Working Group approves these moves.

4.3. Energy management. The facility manager and BCE are responsible for energy management within a facility. You are the person with the most direct influence in helping the base meet its energy reduction goals. Your actions could save the base thousands of dollars in energy costs each year. Responsibilities should include, but are not limited to:

- 4.3.1. Assisting the base energy manager by implementing base programs and policies in your facility.
- 4.3.2. Promoting a positive attitude for energy management practices in your facility.
- 4.3.3. Insuring thermostats are set at correct temperatures during the heating or cooling seasons.
- 4.3.4. Closing all windows and doors when the facility is being heated or cooled.
- 4.3.5. Turning off lights when not in use.
- 4.3.6. Monitoring outside lights during daylight and insuring they are not used in excess or beyond the requirement to provide safety and security during darkness.
- 4.3.7. Insuring equipment in the facility is turned off during extended non-use periods during duty hours and after duty hours, unless the equipment must stay on for technical or practical reasons.
- 4.3.8. Insuring plumbing fixtures are not leaking.
- 4.3.9. Making a periodic walk-through of your facility to insure energy management is practiced.

4.4. Fire protection. As a facility manager you are responsible to your unit commander for the fire safe condition of your facility. You or your alternate should accompany the fire inspector during scheduled fire prevention inspections. Throughout these inspections, the fire inspectors will note fire hazards and deficiencies. They will explain your duties and responsibilities for the maintenance of a fire safe facility and will give you this information during the inspection or in a follow-up report. In

addition to their inspections, facility managers should make sure a visual inspection is performed monthly and documented for all fire extinguishers under their control. Facility managers should also obtain approval from the Fire Protection Flight for the storage of flammable and combustible liquids. Contact the base fire department in building 560 for any additional assistance.

4.5. Facility security. Facility security is another responsibility of the facility manager. Establish a standard procedure for insuring your facility is secured from illegal entry at all times. If you have questions concerning facility security, contact the Security Forces Resource Protection Section, or the Security Forces Operation Control Center (SFOCC) in building 381.

4.6. Key Control. Establish a responsible, effective key control procedure for your facility. **No duplication of keys is authorized without official written approval of the BCE.**

4.6.1. You are not responsible for keys that control specialized areas in your facility. These organizational areas are responsible for safeguarding their specialized equipment, sensitive documents, personal tool kits, etc.

4.6.2. For those facilities receiving custodial services, the facility manager will provide keys/access codes to the custodial project manager to allow the custodial contractor access to the facility. Key issue should be accomplished in the same manner as for government personnel.

4.6.3. Confiscate all keys from personnel who have been permanently reassigned, discharged, or whose employment has been terminated. Consider adding this process on your squadron's out-processing checklist for this item. Keys issued to personnel going on extended leave or on temporary duty assignments for over thirty days should be held for safekeeping. When vacating a facility or any assigned space, be sure the appropriate keys are returned to the BCE Real Property Management section (60th CES/CERR).

4.6.4. BCE will provide additional keys if justification is sufficient and with an approved work request. BCE personnel will issue master keys to the using organization when the facility lock system is "re-keyed" or if the locks are replaced. **Facility managers must submit AF Form 332 with full justification and coordination by the unit commander for all master key requests. There will be no approval of request for master keys without the concurrence of your unit commander and the BCE.** All actions involving key control are recorded on your key control register.

4.6.5. For other than normal wear and tear, replacement keys and locks are the monetary responsibility of the individual to whom the keys are issued or the using organization.

4.7. Gutter cleaning. The facility manager is responsible for cleaning gutters on single story facilities that are easily accessible by ladder and not over 12 feet high. Other facilities will be inspected and the requirement added to the AF Form 1219 during reoccurring inspection visits.

4.8. Pest control. Control of mice, roaches, ants and other pests will be accomplished by self-help means. Supplies are available to all facility managers by contacting the Entomology shop. Entomology can provide tips on controlling pests.

4.9. Air Force Suggestion program. Suggestions that propose **minor** building improvements to your facility must be routed through the facility manager for approval. Where building modifications are involved, the BCE is the implementing office of primary responsibility. You will need to prepare the necessary work request documents if the suggestion receives approval.

5. Initiating/Submitting Work Requests.

5.1. The facility manager (primary or alternate) will submit work requests for all facility occupants. Alternates submitting work requests should coordinate with the primary to ensure all work both planned and accomplished in their facility is properly tracked. All work requests must be recorded in the facility manager's logbook.

5.2. Emergency work orders (direct mission impact, fire, safety, or environmental) will be accepted from anyone. All other work requests will be accepted **only** from the commander, facility manager, or their alternate.

5.2.1. Initiating work/Different types of work. BCE personnel are pleased to answer any questions about their operations.

5.2.2. Routine work. Annotate on AF Form 1219, and hold until your inspection visit.

5.2.3. Emergency and urgent work. Call BCE service call desk for urgent and emergency requirements.

5.2.4. New construction or alteration. Submit an AF Form 332 to your respective group work order monitor.

5.3. Emergency service call. BCE maintains a 24-hour a day, seven-day a week service call desk, with the capability to dispatch craftsman to any base emergency condition. An emergency condition is one detrimental to the overall mission. If the condition were not corrected, it would result in a major breakdown of the mission with a reasonable expectancy of reducing operational effectiveness. Emergency work is required to provide adequate security to areas subject to compromise, eliminate serious health hazards, prevent serious fire or safety hazards, or protect valuable equipment and property. An emergency will always include, but is not limited to, failure of major utility, fire protection system, or security alarm system. Failure of critical air conditioning system, loss of heat, water, and gas or sewers backing up when the entire system is affected, **might** be designated an emergency.

5.3.1. Service call function will accept notification that an emergency condition exists from **anyone** having knowledge of the condition.

5.3.2. When using the emergency service call section, obtain a direct scheduled work order number, record the work order number, and notify the facility manager in order for them to monitor work and follow-up.

5.4. AF Form 332. An AF Form 332 is required whenever a facility requires new construction, larger maintenance, repair work, and all key requests. **The facility manager should review and coordinate on the form. The unit commander must sign the form and it should be routed through your group work order monitor.** The reverse side of the form contains instructions for preparation. Read the instructions and follow them completely. Fully describe requested work and include sketches and diagrams. When applicable, include the manufacturer's requirements for new equipment to be installed. Plan ahead to allow adequate time for suspense dates and deadlines. The requested work will have to compete against your group's work requirements in order to be placed into the civil engineer system. The priority assigned to your request will depend on your justification. The use of "strongly worded" justifications cannot be overemphasized. References in justification pertaining to regulations, laws, rules, safety, security, and environmental issues must have copies attached for priority review. All work requests require an AF Form 813, **Request for Environmental Impact Analysis**.

This form must be completed by the requesting agency and reviewed by BCE Environmental Flight before any work can begin. Contact the Environmental Flight in building 246 for more information.

5.4.1. Customer service representatives will assign one of the following priorities to your work requests:

5.4.1.1. **Priority 1 - Mission.** Work in direct support of the overall base or tenant unit mission. Work that, if not done, would significantly reduce base operational effectiveness.

5.4.1.2. **Priority 2 - Safeguard Life and Property.** This work is needed to give adequate security to area's subject to compromise, to eliminate health, fire, safety hazards, protect valuable property or equipment and include energy conservation work

5.4.1.3. **Priority 3 - Support.** Work that supports the mission or prevents a breakdown of essential operating or housekeeping functions.

5.4.1.4. **Priority 4 - Necessary.** Work not qualified for higher priority.

5.4.2. Once you complete and coordinate your work request, deliver the form to your group work order monitor. Prior coordination with the fire department, safety office, base bioenvironmental engineer and the base environmental engineer, for health or environmental hazards, will expedite the process. **For your convenience BCE has set-up a coordination processing meeting which is held on the second and fourth Thursday of the month at 0900 in order to expedite the process.** Contact customer service in building 878 for exact location of the coordination meeting. A properly completed form will save valuable time.

5.4.3. The Wing Top-10 work order priority system. The work order prioritization system is for work dealing with **minor construction, renovation, self-help and new installation.** Each group advocates quarterly for available slots on the Wing Top-10. Each group has a monitor that keeps track of all work requests. **All work requests, AF Form 332, including Self-Help must be routed through the group work order monitor to compete.** After coordination is complete, the request will go before the Work Request Review Board (WRRB). This board meets at 1300 hours the second and fourth Tuesday of each month to determine if a request can be done in-house, Self-Help, or if it will be done by contract. Contract work requests are sent to BCE Engineering to be programmed and do not count against your group allocation. Deputy Group commanders place in-house work on their group priority list. When a slot is available, BCE will inform the group work order monitor. Customer service representatives update the status of Top 10 work requests each week. When the request is chosen, it is sent to Planning for a full plan. Material Control will purchase materials. When all of the materials have been received, the work request is sent to the scheduler for accomplishment.

5.5. **Facility Maintenance and Repair.** Routine work required to preserve or restore an existing facility is normally categorized as maintenance and repair. Facility managers hold routine work requirements and identify them to the craftsmen during scheduled maintenance visits.

5.5.1. The goal is to visit high use and essential facilities on a reoccurring basis that satisfies customer's needs. Unoccupied buildings such as lift stations, bus shelters, substations and low use facilities may not be visited as often (determined locally).

5.5.2. The supervisor and/or his representative, with the facility manager, conduct inspections to identify maintenance and repair requirements and prioritize their importance. Dormitory residents identify maintenance and repair requirements for individual rooms to their facility managers. Res-

idents submit requirements to facility manager for prioritizing and scheduling. Use the AF Form 1219 to record requirements identified during the inspections and prioritize work to be performed during the maintenance visit.

5.5.3. BCE workers or facility occupants will identify additional work requirements during team visits. If the work is within the team's capability and will not affect their schedule, the work will be completed and noted. Material needs and craftsmen requirements should be discussed while the team is in your facility to assure your next scheduled visit priorities are met.

5.5.4. Scheduled recurring work will be performed on real property installed equipment (RPIE) and other equipment or systems maintained by BCE. **Any non-RPIE bought and installed by the facility user will NOT be maintained by the BCE. Facility users are required to maintain all non-RPIE.**

5.5.5. "Relamping" a facility, (replacing light bulbs) is a civil engineering responsibility for replacement of bulbs over 10 feet only. The facility organization is responsible for purchasing the bulbs and calling in the work request when lights are over 10 feet. Facility managers need to have the replacement light bulbs on hand before calling for a work order.

5.6. Service Contract Support. As facility manager, you are responsible for the overall appearance of your facility and for ensuring that it is an acceptable workplace. The BCE manages contracts providing several services that promote these requirements. However, bear in mind that BCE's contracts are base wide. That means that services provided by the contracts are standard across the base, and funding typically does not allow for services to be all encompassing. Any requirements your facility may have beyond the contract requirements are the responsibility of the occupants, not the contractors. Some of the contracts services provided by CE include refuse collection, custodial, and grounds maintenance. Any concerns in these areas may be directed to the Maintenance Engineering section. Paragraph seven details the available service contracts and their parameters.

5.7. New Construction. New construction means building a new facility, modifying, or otherwise adding to or significantly changing an existing building. Some examples are installing new walls or lighting, relocating existing walls, cutting doorways, increasing square footage etc.

5.8. Self-Help. This is an excellent way to accomplish some important "people projects". These type of projects normally receive a lower work request priority. Personnel assigned to your facility must be made aware that they **must obtain BCE approval before starting** self-help projects. Self-Help projects must be placed on your group priority list when no organizational funds are available. Units will only be allowed two self-help projects open at one time. Self-Help work not unit funded or assigned to the group Top-10 program will be closed after 90 days of inactivity.

5.8.1. The BCE "Self-Help" rules apply even if the customer supplies **all** their own labor and materials. BCE is responsible for insuring that all work is completed in a safe and proper manner. Paragraphs **5.4.2.** and **5.4.3., also apply for Self-Help requests.**

5.8.2. To receive a building permit to do self-help projects in your facility fill out an AF Form 332. Describe the work to be performed and include sketches or diagrams. Item 10 on the form gives you a place to list donated resources. The squadron commander must be identified in items 11, 12, and 13 on AF Form 332. The Self-Help planner can assist or direct you on the procedures that are required to obtain materials for your self-help project.

5.9. BCE quality control. In an effort to continually improve our level of service to our customers, BCE has developed a Quality Control Evaluation card, which our craftsmen leave after every service call has been completed. This is the customer's opportunity to provide feedback to BCE on the quality of our service. If a craftsman does not leave an evaluation card, please notify customer service. The customer evaluation card is one of our best mechanisms for feedback on quality of service.

6. Civil Engineer Squadron Overview.

6.1. As a facility manager, you will be working with several different functions of the Civil Engineer squadron including Operations Flight, Fire Protection Flight, Engineering Flight, and Resources Flight. The function of each flight is identified below.

6.2. The Operations Flight is divided among five major sections, operations management, facilities maintenance, maintenance engineering, heavy repair, and infrastructure. Their primary functions are as follows:

6.2.1. Operations Management - Service call/Customer service manages the work order request system and the Top-10 work order priority program.

6.2.2. Facility Maintenance team - Civil Engineering Squadron works under a "SHOP" maintenance concept. Each shop has craftsmen capable of handling most of your maintenance or repair requirements. Their primary role is to support the mission by providing safe utilities, maintaining and repairing facilities, and making minor alterations to existing facilities.

6.2.3. Maintenance Engineering - Provide service contract support to include grounds maintenance, custodial service, refuse collection, carpet installation, and elevator maintenance. A complete section on maintenance engineering is included in paragraph seven.

6.2.4. Heavy Repair - Made up of horizontal, logistics, and the entomology/hazardous waste accumulation point. Horizontal does all paving and concrete work. They are also responsible for base spruce-up. Entomology handles pest removal and limited pest control.

6.2.5. Infrastructure - Maintains the water distribution system, electrical distribution system, fuels distribution system, and emergency power systems.

6.3. Engineering Flight handles all phases of construction contract projects from initial programming to design to construction inspection.

6.4. Resources Flight includes the Real Property Management section. Their responsibilities include space utilization management and real property records.

6.5. Fire Protection Flight provides fire protection technical support to include fire extinguisher and fire safety training. Fire extinguisher maintenance is accomplished using a fire extinguisher maintenance contractor. Contact service call for contractor's name and telephone number.

| 7. Maintenance Engineering:

7.1. Some of the work accomplished in and around your building is completed via service contracts. Service contracts, in most cases, are ideal for routine tasks that must be completed on a periodic basis. They are more efficient for a contractor to complete rather than government personnel. Maintenance Engineering is the section responsible for all BCE service contracts. BCE personnel, known as quality assurance personnel or QAPs, are the government representatives responsible for managing and mon-

itoring service contracts. The QAPs are your points of contact for these contracts and available to assist with problems you may encounter.

7.2. The following section provides specific information on the services available. If you require a service that is not currently being provided, contact the Chief of Maintenance Engineering in building 878 for guidance on how you may best obtain that service.

7.3. Grounds maintenance. Maintaining the grounds in order to provide a safe, aesthetically pleasing environment for the base is governed by the grounds maintenance contract. Mowing, edging, trimming, pruning trees and shrubs, maintaining plant beds, and seasonal leaf removal is all part of the contract. For tree pruning, the base is divided into three zones, and one zone is pruned per year. For grassy areas, the base is divided into three classifications - unimproved, semi-improved, and improved.

7.3.1. If you have any questions or complaints about the grounds maintenance services provided to your facility, contact the Grounds Maintenance QAP.

7.4. Irrigation systems. Many facilities are equipped with automated irrigation systems. The utilities shop closely monitors operations of these systems. Do not adjust the timing mechanism or supplement the irrigation with manual watering. Generally, these timers are scheduled to water during evening hours for 10-15 minutes every other day. Irrigating at night requires only one-third as much water as during the day due to evaporation during the day. If you feel the grounds are not being adequately watered, contact customer service to investigate the service. The utilities shop will determine if extra watering is needed.

7.5. Custodial services. The custodial contract assures a clean working environment with minimum disruption to the customer. Service differs for every building. The QAP will be able to answer any question you have on services your facility receives. Facility managers are required to perform the following actions for the custodial contract:

7.5.1. Monitor contractor performance. Contractors are required to perform services in accordance with requirements and standards specified in the Statement of Work. Facility managers need to learn which services their facility requires and how often. Facility managers should inspect contractor performance as soon as possible after service is performed. The QAP needs to be informed of any identified discrepancies using the customer complaint system (explained later in this section).

7.5.2. Notify the QAP of any requirement changes. Modifications take at least 45 days to process. If you need to have requirements changed for your facility (i.e., add rooms, add tasks, change performance time), the QAP must be notified early enough to process the modification. Failure to do so could result in the change not taking effect when needed.

7.5.3. Ensure the proper types of bags are used for recycling containers (as determined by the Environmental Flight). The Base Recycling Program only allows for recyclable material to be collected if it is in clear plastic bags. Recyclable material cannot be collected if the bag is not transparent or translucent. The contractor is responsible for emptying recycling containers, but the facility manager, not the contractor, is responsible for providing the proper bags in the recycling containers. Additional information can be obtained from the Environmental Flight Recycling Coordinator.

7.6. Refuse collection. Refuse collection positively enhances base appearance while assuring an environment free of potential disease and pests. It also enhances the environment through recycling efforts and reducing the quantity of material going to the landfill. Dumpsters are placed in strategic locations to provide service to multiple buildings from a single location.

7.6.1. In industrial areas, dumpsters are emptied on a recurring basis determined by the amount of refuse generated. Additional pick-ups when dumpsters are full can be scheduled through the QAP. Dumpsters can also be arranged for special projects within a facility where large amounts of refuse will be generated. Items prohibited from refuse collection are appliances with freon, items containing propane, petroleum products, or hazardous materials. Recycling bins are provided at various locations around base.

7.6.2. Direct all questions, complaints, or arrangements for refuse services to the QAP.

7.7. Carpet installation and replacement. A simplified procedure has been established to provide a single point of contact to replace carpets throughout the base. This procedure streamlines the process for removal and installation of carpet, while identifying asbestos abatement concerns. It improves customer satisfaction and minimizes customer footwork.

7.7.1. The **only authorized procedure** to obtain new carpet and tile is by submitting an AF Form 332. No other process such as purchase on the government purchase card is valid. Any questions on this procedure or concerning carpet installation and replacement can be directed to QAP.

7.8. Cranes, hoists, and elevators. These are all special equipment items that require periodic maintenance to assure reliability and provide a safe working environment that meets state and federal regulations. If you have a crane, hoist, or elevators that are not currently being maintained, or any questions concerning these items, contact the QAP.

7.9. Washers and dryers. Most washers and dryers on base are currently leased and maintained by a contract. There are several washers and dryers on base however, that are not part of this maintenance contract. You may contact the QAP if you have a washer or dryer in your facility and are unsure it is covered by this contract, you are planning on purchasing a washer or dryer for use in your facility, or you have maintenance needs concerning your washers and dryers.

7.10. Spas. A contractor maintains spas in the fitness center. This contract provides preventative maintenance as well as emergency repairs.

7.11. Control tower window washing. A contract is established to clean the windows for the control tower.

7.12. 60 AMW Form 55, **Excavation Permit. Excavation permits are required for any disturbance of the surface anywhere on base.** Excavation permits save infrastructure assets while maintaining the integrity and reliability of the base utility systems. They prevent accidents and minimize disruption of electrical, gas, telephone, water, and sewage systems.

7.12.1. A excavation permit can be obtained through the following steps:

7.12.1.1. Complete form with a clear description of work to be performed along with an 8 1/2" x 11" site plan showing street names, building numbers, and cross streets.

7.12.1.2. Call Underground Service Alert (USA) and obtain a tracking number, date called in, and expiration date.

7.12.1.3. Make six copies of the site plan.

7.12.1.4. Take your documentation to the excavation permit meeting held every Tuesday at 1000 hours in BCE operations conference room, building 878. This meeting will confirm any utilities in the area and notify utilities personnel of the need to mark any in the area of your excavation. You may also “pre-submit” your excavation permit at any time. You will also be required to mark your requested excavation area in **white** paint prior to submission. This is so the utilities shop can check the exact area for lines, etc.

7.12.1.5. When all utilities have been marked and all signatures have been obtained, you will be called to pick up your permit and only then may you proceed with excavation.

7.12.1.6. Your permit will only be valid for 30 days and will need to be re-approved if work has not been complete in allotted time.

7.12.2. Any questions concerning excavation permits can be directed to the QAP.

7.13. One-time service contracts. Maintenance Engineering also handles one-time service requirements. These include things like installation of a window or door, or the removal of a stump. These one-time service contract requirements are submitted using the AF Form 332 process. If it is determined the work cannot be completed in house and it is a service contract requirement, the work will be directed to Maintenance Engineering for completion.

7.14. Customer complaints: Any contracted service needs to be monitored by the government to ensure satisfactory performance by the contractor. Since the facility manager is ultimately responsible for the condition of the facility, and due to the limited number of service contract inspectors in civil engineering and the large number of service contract requirements across the base, recurring contracted services performed within a facility manager’s area of responsibility should primarily be monitored by the facility manager. Facility managers need to be familiar with the contract requirements in order to properly monitor contractor performance. If the facility manager identifies deviations from the requirements, then the QAP must be notified. Notification can be accomplished on the AF Form 714, **Customer Complaint Form**, or any locally developed form as directed by the QAP. The following instructions describe how to properly complete the AF Form 714.

7.14.1. AF Form 714 must be filled out and received within a reasonable time after the services were provided. A telephone call to the QAP is sufficient to initiate the complaint, but the written form must follow it. The building manager is the only person authorized to forward a formal complaint. Upon receipt of the complaint, QAP will personally inspect the service and validate the complaint. If valid, the contractor will be notified to repeat the service. Complaints received more than two hours after services are received are nearly impossible to validate.

7.14.2. AF Form 714 is easy to fill out. The following information is required:

7.14.2.1. Block 1: The exact date and time you discovered the problem.

7.14.2.2. Block 2: Your organization with the correct squadron and section.

7.14.2.3. Block 3: Your building number.

7.14.2.4. Block 4: Your name with correct rank or civilian equivalent.

7.14.2.5. Block 5: Your telephone number.

7.14.2.6. Block 6: Nature of your complaint. Be specific when indicating precise area and

location of the problem.

7.14.3. Once all blocks have been completed, you may fax the complaint to Maintenance Engineering or deliver it to the QAP located in building 878. You should also contact the QAP to inform them of your problem so they can promptly respond to your complaint.

7.14.4. Complaints are only valid if the service is part of the contractor's responsibility listed in the contract. For example, grass growing in cracks of parking a lot is not part of the grounds maintenance contract. A complaint as such would be considered invalid.

7.14.5. If you have any questions on customer complaint system, please contact the appropriate QAP for the contract, or the Chief of Maintenance Engineering.

7.15. The responsibilities listed in this instruction may not be current or all-inclusive, depending on recent contract modifications. Directions issued to facility managers by QAPs supersede information in this instruction in such case.

8. Forms Prescribed. 60 AMW Form 55, Excavation Permit

9. Adopted forms. AF Form 1219, BCE Multi Craft Job Order, AF Form 332s, Base Civil Engineer Work Request, AF Form 813, Request for Environmental Impact Analysis, AF Form 714, Customer Complaint Form

DENNIS M. MCCARTHY, Colonel, USAF
Director of Wing Staff

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 32-90, *Real Property Management*

AFM 23-220, *Reports of Survey for Air Force Property*

AFI 32-1001, *Operations Management*

AFI 32-1061, *Providing Utilities to US Air Force Installations*

AFI 32-1098, *BCE Self-Help Guide*

AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*

AFI 32-9005, *Real Property Accountability and Reporting*

AFOSHSTD 91-43, *Flammable and Combustible Liquids*

AFOSHSTD 91-56, *Fire Protection and Prevention*

Engineering Technical Letter (ETL) 98-4, *Building Manager Energy Conservation Handbook*